

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

PSA: 1

Provider: Legal Services of Northern California

Counties: Del Norte, Humboldt

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 2

Provider: Legal Services of Northern Calif

Counties: Shasta, Siskiyou, Modoc, Trinity, Lassen

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 3

Provider: Legal Services of Northern California

Counties: Butte, Colusa, Glenn, Plumas, Tehema

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 4

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Legal Services of Northern California

Counties: Nevada, Placer, Sacramento

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Mother Lode Regional Office advocates met with Nevada County APS, IliSS and Public Guardian staff to review LSNC programs and collaborative case handling protocols. Page
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California Legal Services (Title III B)

PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Legal Services of Northern California

Counties: Yolo

Optional Success
Story(ies)/Case Summary(ies)

Mr. S. X was sued by a debt buyer, claiming she owed \$1,500 for unspecified past due bills. LSNC assisted the client with an answer and discovery to determine the nature of the debt. Discovery responses revealed the debt was for dental bills from 2006 that the client thought her insurance had paid. She subsequently learned that there was a remaining balance for which she does not recall being billed. The client asked for assistance negotiating a settlement to avoid having a judgment on her credit record. LSNC was able to settle the lawsuit and the client is paying \$38.00 monthly payments toward the debt until it is paid in full, after which the case will be dismissed.

Mr. X moved into his family home in the 1990s. He lived with both of his parents. He took care of his mother, who was elderly and sick. His mother died 15 years ago. Shortly thereafter, his dad transferred title to another son and grandson. At the time of the transfer, his dad may not have been competent. His dad died in 2009. Title to the home was then transferred solely to the grandson and his wife, who filed a lawsuit to evict the client. Other family members initiated a probate action to contest the transfer of title to the home. The client sought assistance from Legal Services. Legal Services attorneys were able to stop the eviction lawsuit until the probate court decides who owns the home later this year.

Optional Information on
Collaboration with Other
Advocacy Groups

LSNC staff holds office hours at the following locations:
 Esparto: 1st Thursday of the month, every other month at RISE;
 West Sacramento: 4th Thursday of the month at the Senior Center;
 Knights Landing: 4th Tuesday of the month, every other month at Center for Families (formerly YFRC);
 Winters on the 1st Wednesday of the month, every other month at RISE;
 Davis on the 1st Monday of the month at Grace in Action (housed at the United Methodist Church).
 In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, DESS, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and chairs the YHAA Collaboration Subcommittee with other Yolo County senior providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Employment and Social Services, Veteran's Services, and representatives from

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

the three Senior Centers. Legal Representation: 105.50 Legal Advice/ Assistance: 125.00 Community Education: 13.50 Special Outreach: 0 Total Hours: 244.00

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Sacramento Legal Services

Counties: Sacramento

Optional Success
Story(ies)/Case Summary(ies)

An older woman who immigrated to the United States many decades ago during a time of great political turmoil in the country of her birth, lost her birth certificate during her journey to the United States. She recently obtained a birth certificate and learned her birth date on all her official documents was incorrect. She used the certificate to have her birth date corrected with Social Security. However, the department of motor vehicles (DMV) would not change her driver's license to reflect her correct birth date. A hotline attorney set up a conference call with the client and the DMV Ombudsman's Office to obtain guidance regarding obtaining a corrected license. The attorney then wrote the client a letter with instructions on how to engage her local DMV office and the documents she needed to bring. The client called back today to confirm that the local DMV Field Office Manager assisted her with the issue, and that she will be receiving a new driver's license with her correct birth date.

A woman in her late seventies who does not speak English lost her Supplemental Security Income (SSI) benefits when Social Security discovered her name was on several bank accounts she had not reported. The client permitted a relative to add her name to the accounts while they were traveling abroad and the client and the funds in the accounts did not belong to the client. She was unaware that it would appear to Social Security that she was an owner of those accounts, which had balances in excess of the SSI resource limit. A hotline attorney assisted the client to submit information to Social Security that demonstrated the accounts did not belong to the client and her SSI benefits were reinstated.

An older man sought our assistance regarding the denial of his application for 551. The client was hospitalized and in a coma after he suffered a severe beating. Due to the mental and physical trauma from the beating, he could no longer work. As a result of the mental impact of the trauma he experienced, a rift developed between him and his partner. In order to recover, our client slept in a trailer adjacent to the home he co-owns with his partner for a short time. He reported this to Social Security when he applied for benefits and the administration incorrectly determined that he was no longer living in his home and it was a countable asset that rendered him ineligible for SSI. At a hearing, a hotline attorney represented the client and presented evidence that the client was still living in his home and was only absent overnight for a very short time. According to federal regulations, a temporary absence from a residence does not mean that residence is no longer an excluded asset. The administrative law judge ruled for the client. As a result of the hotline's intervention, our client can now keep his home and have sufficient income for his basic needs.

Optional Information on
Collaboration with Other
Advocacy Groups

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Yuba Sutter Legal Center

Counties: Sutter, Yuba

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Legal assistance hours for the quarter include 221.00 for Sutter County and 232.50 for Yuba County (453.50 total). Legal representation hours include 36.25 for Sutter County and 40.25 for Yuba County (76.50 total). Grand total of service units for the 2nd quarter of FY 14/15 total 530.00 hours. The community education activities was six for Sutter County with 8.25 hours and five for Yuba County with 12.75 hours (21.00 total).

PSA: 5

Provider: Legal Aid of North Bay

Counties: Marin

Optional Success
Story(ies)/Case Summary(ies)

One of our Staff Attorneys assisted a 63 year old woman who was the tenant in an eviction matter. Since December 15, 2014, the woman had endured a leaking roof and open ceiling with water dripping into her bedroom. In order to avoid the stress of a trial, the woman voluntarily moved-out on March 18, 2015. We were able to get the eviction complaint dismissed so that it would not appear on her record.

LAM assisted a 63 yr. old single woman to draft and file an answer after her landlord filed an eviction complaint against her in Marin Superior Court. The woman's roof developed a hole in the big December storm and has been dripping rain next to her bed since Dec. w/ a gaping hole in the ceiling. Since December she has been living w/ a tarp over her roof, plastic sheeting across her apartment, mold developing on her bedroom rug due to rainwater, rain on her mattress and bedding, and for a while, unable to use her bathroom, so she had to go to Pete's Coffee.

When she asked the landlord to reduce the rent pending fixing the roof, mold, etc., the landlord refused to reduce the rent and served her with a 60 day termination notice, despite living there for 12 years!! (Landlord inherited house from Mom – who died and had been a nice landlord)

Legal Aid helped her to file her Answer and will assist her with her small claims complaint against the landlord and with settlement negotiations before her eviction trial.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 6

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Legal Assistance to the Elderly

Counties: San Francisco

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Working with Asian Americans Advancing Justice (Asian Law Caucus), Asian Pacific Islander Legal Outreach and La Raza Centro Legal, we continue to collectively write and publish approximately 10,000 copies of a multi-lingual "Senior Rights Bulletin". This publication educates seniors on a variety of issues, including tenant's rights, public benefits and avoiding elder abuse.

Provider: Asian American Advancing Justice - Asian L **Counties: San Francisco**
Law Caucus

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Client Z was referred to our office by another non-profit in the Chinatown community. An elderly, disabled, monolingual Cantonese speaker, she thought was going to be evicted that very day. We were able to see Client Z that day. Our staff was able to figure out that she was in fact not going to be evicted, but that the landlord attorney had already won a default judgment against her and her husband (also disabled, elderly, monolingual), and was threatening to schedule the eviction if she did not respond to their settlement offer.

Luckily, we were able to get in contact with the landlord attorney before an eviction could be scheduled, and negotiated a deal for Client Z and her husband to stay, to remove the judgments from their record, and then seal their record. While other terms were not as great due to the poor bargaining position, Client Z assured him that she would be able to comply with the agreement, and mostly wanted to ensure she would not be evicted and that her record would remain clear.

Overall our efforts averted the eviction of an elderly, monolingual, disabled couple who almost certainly would have been homeless and have their lives, health, and safety put at risk.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Nihonmachi Legal Outreach

Counties: San Francisco

Optional Success
Story(ies)/Case Summary(ies)

CL is an elderly person living in San Francisco. He has very limited income, and is on General Assistance (GA). He also has advanced cancer. Angel Gonzalez, one of our attorneys helped him apply for citizenship. He became a U.S. Citizen last fall.

Because CL is getting chemotherapy and other treatments for his cancer, CL was sometimes too exhausted to meet and work on his application. Angel patiently worked with him, and completed the application at a pace that worked for the client.

Sometimes, the legal work is simple. But the benefits to the client are long-lasting. Here, CL now has access to additional resources because our office helped him become a U.S. citizen. He is now getting additional financial support through SSI.

Optional Information on
Collaboration with Other
Advocacy Groups

The API Legal Outreach Elder Abuse Task Force continues to host discussion and training on matters that may affect our API population at large. During our last meeting, much was discussed on the housing crisis and the effects it has on displaced seniors. Jason Truong, our housing attorney spoke on the strategies landlords are using to intimidate seniors, especially those who are multi-lingual and immigrants with or without documentation.

APILO alerted partners to pay attention to these occurrences and that collaborative with other housing groups such as La Raza Central Legal, Advancing with Justice, and ourselves, we are hosting monthly housing clinics in the community to make legal services accessible. In addition, we are participating in the Tenant Right's Fair on Saturday, 4/25/15, 10-4 at Tenderloin Neighborhood School.

The effect of housing crisis directly and indirectly affects our senior clients, especially clients of color.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: La Raza Centro Legal, Inc.

Counties: San Francisco

Optional Success
Story(ies)/Case Summary(ies)

January Client: An African American senior and disabled client came to La Raza Centro Legal's Senior Law Clinic asking for legal help regarding some payments and checks he did not remember receiving from Conard House (a money management program) out of his personal fund. He claimed that his signature might have been forged. We requested to Conard House copies of 12 cancelled checks issued under our client's name including the endorsement with his signature in the back from December 2014 to January 2015. Once we received the requested information in a timely fashion, we were able to confirm that all payments were made according to law under the contract for the services required to be provided by Conard House. Our client decided to withdraw his claim of forgery with the information provided and has no further complaints.

February Client: A Spanish-speaking only senior resident came to our Clinic seeking help with a Ellis Act eviction notice to move out in 120 days. Our client has been in the premises since 1964 and did not know her rights as a tenant. We explained that she belonged to the protected class under the law due to her age and therefore was entitled to a 12 month extension plus extra money for relocation expenses. We formally requested an extension on her behalf to the attorney representing the landlord. The extension was granted joined with another check for her expenses. We are now working on finding a new place. The New Housing Program of LRCL is also helping other families in the same building.

Optional Information on
Collaboration with Other
Advocacy Groups

During this past quarter we were able to set four presentations for seniors around the city during the winter, focused on housing issues, very common during this time of the year.

We keep participating actively at the Latino Partnership with monthly meetings at the 30th Street Senior Center where we share point of views and talk about common issues. Likewise, but keep collaborating with the Senior Rights Bulletin by providing pertinent articles for seniors and providing proofreading and editing for the Spanish version of it.

Finally, we collaborate actively with the Legal Aid Association of California, Senior Law Chapter in both the Steering Committee and the Languages Access Committee. Our goal is to provide our input in sensitive and crucial legal issues of interest for seniors.

PSA: 7

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Contra Costa Senior Legal Services

Counties: Contra Costa

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 8

Provider: Legal Aid of San Mateo

Counties: San Mateo

Optional Success
Story(ies)/Case Summary(ies)

64-year-old monolingual Spanish-speaking woman was referred to legal Aid by Adult Protective Services because she was being physically and verbally abused by her adult daughter. Her daughter lived with Juana and was struggling with mental health issues. Her behavior was getting out of control and she had physically attacked Juana on three occasions. Juana was frightened and knew she needed help. APS recognized the need for a restraining order and contacted Legal Aid. Because of the severity of the situation, Legal Aid agreed to file a temporary restraining order for Juana and represent her at the hearing. Juana was granted the temporary order with a provision requiring the daughter to move out of Juana's home. The Legal Aid attorney represented her at the hearing and Juana was granted a permanent restraining order. Juana hopes her daughter will get treatment, but knows that she needs to feel safe in her home.

Optional Information on
Collaboration with Other
Advocacy Groups

a. Senior Advocates continues to work with AAPC (Adult Abuse Prevention Committee). AAPC is continuing to work on Making the Invisible Visible and starting to plan for our next project. b. The Senior Advocates attorney is a member of the Cal MediConnect Advisory Committee that meets bimonthly. Because Legal Aid is the CMC Ombudsman for San Mateo County, she works on policy and direct service issues relating to the Cal MediConnect program and use this meeting as one way to understand the needs of the community and to also share updates and developments with the community. c. The Senior Advocates attorney has agreed to participate in a subcommittee planning the Area Agency's upcoming community needs assessment.

PSA: 9

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Legal Assistance for Seniors

Counties: Alameda

Optional Success
Story(ies)/Case Summary(ies)

Legal Assistance for Seniors assisted a 69 year-old man in his naturalization proceedings.

Mr. N was a long-time resident of the United States and had taken many English and U.S. history prep courses in the past. He has a limited understanding of English and may have been able to pass the English and U.S. history requirements of the interview at one point. Unfortunately, in early 2014, Mr. N had a severe stroke that affected his ability to communicate. While Mr. N could still speak, he frequently confused or forgot words, both in English and his native Vietnamese.

Mr. N filed his naturalization application with the help of his family members. In his application, he requested a disability waiver to waive him out of the English and U.S. history portion of the exam.

At his first interview, the U.S. Citizenship and Immigration Services (USCIS) officer rejected his request for a disability waiver and asked Mr. N to provide an updated disability waiver request at his next interview.

Mr. N went back to his doctor who referred him to LAS. LAS reviewed Mr. N's disability waiver and worked with his doctor to clarify Mr. N's disability and explain why his stroke affected his ability to test in English and U.S. history.

At Mr. N's second interview, USCIS accepted his revised disability waiver. Mr. N has been sworn in as a U.S. citizen

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS also maintain collaborative relationships with the State Bar of California and the cities of Alameda, Fremont, Hayward, Livermore, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

PSA: 10

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Senior Adult Legal Assistance (SALA)

Counties: Santa Clara

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration with Senior Centers and other sites to deliver services: For the 3rd quarter of 2014-15, SALA provided on-site legal service intake appointments at 23 senior centers or sites in Santa Clara County. These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Alma Senior Center (San Jose), Seven Trees Center (San Jose), Eastside Senior Center (San Jose), Campbell Adult Center, Willow Senior Center (San Jose), Camden Community Center (San Jose), Almeden Senior Center (San Jose), Saratoga Senior Center, Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

PSA: 11

Provider: Council for the Spanish Speaking

Counties: San Joaquin

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 12

Provider: Catholic Charities Diocese of Stockton

Counties: Alpine, Amador, Calaveras, Mariposa, Tuolu

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

PSA: 13

Provider: Senior Citizens Legal Services

Counties: Santa Cruz, San Benito

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 14

Provider: Central California Legal Services, Inc.

Counties: Fresno, Madera

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 15

Provider: central california legal service, inc.

Counties: Tulare

Optional Success
Story(ies)/Case Summary(ies)

Client was 96 years old and suffering from anorexia and was in the early stages of dementia. After failing to respond to and contest an eviction lawsuit, a default was entered and she had been served a sheriff's lock-out notice. The CCLS attorney filed and served a motion to set aside the default and a motion for a temporary stay of execution. A settlement was negotiated with the landlord's attorney wherein the client was able to reside in her rental house until arrangements were made and she moved into a nursing home, and the lawsuit was then dismissed.

Optional Information on
Collaboration with Other
Advocacy Groups

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Central California Legal Services, Inc.

Counties: Kings

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 16

Provider: California Indian Legal Services

Counties: Inyo, Mono

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 17

Provider: SLO Legal Alternative, Senior Legal Services **Counties: San Luis Obispo**

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

The Project Director attended the First Responders meeting with District Attorney's office.

PSA: 18

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Grey Law of Ventura County, Inc.

Counties: Ventura

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 19

Provider: Bet Tzedek

Counties: Los Angeles

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 20

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

Optional Success
Story(ies)/Case Summary(ies)

Case #1: 14E-7006361

A 71-year old monolingual Spanish speaker requested assistance to have her tenants evicted. At approximately the end of 2013 she had agreed to rent her home to a young woman and her child for \$650 per month. The rental agreement was verbal, nothing was put in writing. By February 2014, the tenant's boyfriend (the father of her child) had moved in. The tenant failed to notify the client and never obtained her permission, but because the rent was being paid on time the client thought that she couldn't do anything. In April, 2014 when the tenant failed to pay rent the client went to collect it. The boyfriend met the client outside the property, refused to allow her onto the property, insulted her, cursed at her and threatened her. The tenant's young son who was about 6 or 7 years old, also insulted, cursed at and threatened the client.

Sometime later the client went to try to collect the past due and current rent. She was unable to enter the property because a lock had been placed on the gate. The tenant's child, who was playing outside, refused to allow her onto the property and once again insulted, cursed at and threatened the client. He told her that his father had a gun and was going to shoot her. The client, in fear for her life, came to ICLS for assistance. The advocate advised her that she had every right to decide who she rents to, it was her property and even though if they had been paying rent on time she could still evict them.

The advocate prepared a 30-Day Notice to Terminate Tenancy in case they were able to pay all of the rent owed. The advocate further advised that if they did not move out the client would need to file an Unlawful Detainer lawsuit against them and would need to have them served. If they did not respond within 5 days she would automatically win, if they did respond, based on what she had told the advocate and because she owns the property she would win her case. The advocate prepared the client's documents, reviewed the documents with her translating them from English to Spanish and provided her with step-by-step instructions in Spanish.

When the tenants responded claiming that the home was a garage and not habitable, the client returned very upset and concerned. The advocate advised her to take pictures of the property to show the court that the home was not a garage and that it was habitable, but the client was only able to take pictures from outside the house. The tenants refused to allow the client onto the premises to inspect any damage. The advocate advised her to be sure to inform the court of this and also that the tenants had never complained and that Code Enforcement had never contacted the client. At the client's court hearing the tenants and client entered into a stipulated agreement. They would be allowed to stay until January 21, 2015, they agreed to pay rent and payments towards the past due rent.

The client returned to the ICLS advocate stating that the tenants had refused to pay her anything. The advocate advised that she would have to wait to see if the tenants moved out by the stipulated date and if they did not, she could have them evicted by the Sheriff. It appeared obvious to the advocate that the tenants were not going to move out voluntarily so she prepared documents for the client requesting possession and control of her property and advised the client to file them with the court and sheriff's

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

office. If the tenants had not moved out by January 21st the Sheriff would already have the court order and the owner's instructions to evict them.

The client informed the advocate that the tenants had to be evicted by the Sheriff and had never paid her anymore rent. She stated that she knows that she will never be able to collect what they owe her but she was relieved that she had control and possession of her property back. She was grateful for all of the advice and assistance she had received from ICLS.

Case #2: 15E-7000777

In February an ICLS advocate met with an 80-year old married man who had never used the services of ICLS before and was requesting assistance in getting his money back. His wife is severely disabled and he suffers from Type 2 Diabetes; he was concerned that he would not be around long enough to care for his wife. In November 2014 he came across a newspaper advertisement about a free seminar being held that month regarding Diabetes and how it could be cured. He was curious and decided to attend that Friday. The seminar was held in the office of Core Integrated Health and consisted of watching a 20-minute video of several testimonials from individuals who had been cured and no longer suffered from Diabetes.

When the client stated he was interested he was taken to Dr. "M"'s office where he was told that \$5,000 was the total cost for the treatment. The client was then given a stack of papers to sign along with an application to apply for credit with CareCredit. By the following Monday he had changed his mind and decided to cancel. That morning he personally went to Core Integrated Health and informed them that he wanted to cancel, handed over all of the documents that he had been give and signed. He was informed that he should return to the office when he received his first billing statement from CareCredit for credit to be issued. When he received his first statement, he was shocked to see that his CareCredit account had been charged \$5,000, the full cost of the treatments, on November 15th. He went back to Core Integrated health with his statement and Core Integrated Health agreed to issue a credit. The following month the client received another statement from CareCredit reflecting that his account had only been credited \$4,700. When he contacted Core Integrated Health, he was informed that the \$3000 was for the consultation fee and could not be credited. The ICLS advocate advised him that he had been misled and that using "Fraudulent Sales Practices" to induce is against the law, and more so if used against a senior. After sending a letter on the client's behalf, his CareCredit account was credited \$300. He was very thankful and grateful for the assistance he received from ICLS. Without this help he would have been stuck paying for something that he had never received.

Case #3: 15E-7001508

The client, an elderly woman who is suffering from both hearing and vision problems, sought ICLS assistance with an Unlawful Detainer. She had been served a 30-Day Notice to Pay Rent or Quit and needed more time to move out. She was requesting help to answer the Unlawful Detainer as well as to avoid having an eviction on her record. The advocate prepared her Answer and agreed to represent her at the hearing. At the hearing, the advocate negotiated a stipulated judgment which gave the client more

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

time to move out and an order protecting her from disclosure of the eviction which will allow her to obtain housing in the future.

Case #4: 15E-7002157

The client is a senior who was ordered to move out of the home by her husband. He is fully employed at a group home while she is retired from a state position. She also receives disability retirement. She was seeking the assistance of a paralegal to prepare documents. The client was grateful when the ICLS attorney explained to her that we could advise her on the law regarding her divorce but that paralegals were prohibited from giving advice. The attorney provided her guidance on division of property and spousal support and also advised that she could be liable for support and her husband would be entitled to some of her retirement. She was happy that she had called and will proceed with her divorce now that she is aware of the laws that apply to her and the best way to ensure her rights

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 21

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

Optional Success
Story(ies)/Case Summary(ies)

Case #1: 14E-2010757

The client's husband had passed away. The client wanted his name removed from the real property deed. The ICLS advocate prepared an Affidavit Death of Joint Tenant and a Preliminary Change of Ownership. The advocate explained to the client that she would need to file these documents with the Riverside County Recorder's Office and provide a certified copy of her deceased husband's death certificate. The advocate further explained that the client would need to pay filing fees of \$7.00 for the first page and \$3.00 for every page thereafter. The Affidavit Death of Joint Tenant will ensure that the client is a sole owner and that it passed by way of death of a spouse joint tenant. The Preliminary Change of Ownership notifies the Assessor's Office that the deed only changed because one tenant died and that the property passed by way of death of a spouse joint tenant.

Case #2: 14E-4001877

The ICLS advocate assisted a 69-year old disabled woman obtain a waiver of a \$26,535.83 Medi-Cal Estate Recovery Claim. The client provided ICLS with documentation that proves that she had taken care of her 99-year old mother in her mother's home until she died. The client had been her mother's caregiver for many years. She had lived with her mother and continued to live in the deceased's home. A doctor had stated on the In-Home Support Services forms that it was his opinion that in order for the client's mother to avoid being placed in a nursing facility and to remain safe in her own home she needed to have a caregiver.

The ICLS advocate determined that the client met at least one of the Medi-Cal Estate Recovery exemptions and the case was accepted for representation. The client was assisted from the beginning to the end of the Medi-Cal Estate Recovery Process. Initially the advocate assisted the client in completing the Medi-Cal Estate Recovery Questionnaire. Then the advocate assisted the client in requesting a Waiver of the \$26,536 Medi-Cal Estate Recovery Claim. After the Waiver was denied, the advocate requested a State Hearing Appeal.

Thanks to resources available from the Riverside Title III grant which funded the ICLS advocate, the Department of Health Care Services (DHCS) granted the client a Medi-Cal Estate Recovery Waiver. The client received a confirmation letter from DHCS that shows a zero dollar balance on her DHCS account number.

Case #3: 15E-4001525:

The ICLS advocate assisted an 86-year old disabled client to file a Request for Waiver of two social security overpayments. The client was charged with the SSI Old Age Benefit Overpayment and a Social Security Retirement Benefit Overpayment as payee for his partner of 52 years.

According to the SSI program rules, the client, as the payee for the deceased, was responsible for

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

returning to the treasury Department Bureau of Accounts Division of Disbursement all un-cashed checks/payments received after the death of the claimant. The client presented proof that he had used the \$305 SSI payment received in the first week of January 2015 to pay his partner's rent and utilities. The client's partner died in the last week of January. The client did not receive a payment for the month of February. The payment received in January was for the month of December, 2014. As a result, the client was not overpaid SSI benefits.

According to Social Security Retirement Program rules, "a claimant is not entitled to monthly benefits for the month of death . . .". Since the client received the payment for the month of January 2015, and his partner died before the end of the month, he was not entitled to the last payment. Even though the client was overpaid according to the Social Security rules, the client was not at fault for the overpayment and paying the \$602 would cause extraordinary hardship for these reasons. The ICLS advocate requested that both overpayments be waived. The client is awaiting the Social Security rulings on these two overpayments. Should the Waivers be denied, ICLS will consider filing an appeal.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 22

Provider: Legal Aid Society of Orange County

Counties: Orange

Optional Success
Story(ies)/Case Summary(ies)

We were contacted by a social worker at a dialysis center on behalf of her 72 year old client who receives treatment 3 times per week and is also diagnosed with dementia. His landlord had given him a 60 day notice to terminate his lease. No reason was given. Client received housing assistance from his local Housing Authority. Due to the dementia, we met with client at his home. Working with client's friend, the client was able to move to another apartment. We negotiated with client's landlord to avoid an unlawful detainer lawsuit and discussed the matter with the Housing Authority to allow client to retain his rent subsidy. Following his move, client was hospitalized. We met with client at the hospital to complete an Advanced Health Care Directive.

We also assisted a client who sought to obtain funds from a blocked bank account in the name of her son to pay for his funeral expenses. The son, who was disabled. Had obtained a personal injury settlement and the proceeds were placed in a blocked account. Following the son's death, client had contacted several private attorneys but their fees exceeded the account balance. Client paid a paralegal service for assistance but when issues arose after filing her petition, they were not able to assist her. We were able to correct the problems, with the petition, obtain a Medi-Cal estate recovery waiver, and obtain an order from the Probate Court releasing the funds in the bank account to client.

Optional Information on
Collaboration with Other
Advocacy Groups

We are continuing our collaboration with the court, local law schools and private attorneys to provide an Elder Abuse Restraining Order at the court. We held 25 Clinics and assisted over 50 parties with elder abuse restraining order issues.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

PSA: 23

Provider: Elder Law & Advocacy

Counties: San Diego

Optional Success
Story(ies)/Case Summary(ies)

1. Our client, a 65 year old low-income woman with disabilities, who also lives alone, purchased a used car from a local dealership. The client paid extra for a car alarm installation. Two years later, client's car was burglarized and when she took it to an auto repair shop, the shop informed her that the alarm had never been installed by the dealership. Client contacted the dealership about the problem but the dealership refused to negotiate or reimburse client. Our staff attorney wrote a letter to the dealership demanding reimbursement for the alarm system, the car rental and the insurance deductible paid for by client. The dealership responded immediately and fully reimbursed client. Client was very grateful for the assistance.

2. Our client, an 88 year low-income, minority senior, living alone, had made numerous written requests to have repairs made to his rental unit. The repairs dealt directly with the habitability of the unit and included water leaking from the ceiling, mildew and a tripping hazard with the carpet. Subsequent to sending the letters to his landlord, client was served with a 60-day notice to terminate the tenancy. Client decided he wanted to move but needed several months to find suitable housing. The staff attorney sent a letter to the landlord arguing that the 60-day notice was retaliatory and offering the terms desired by client. The landlord agreed to retract the notice and also agreed to the terms requested by client. Without the staff attorney's intervention, it is unlikely client would have received the extension and likely would have had an unlawful detainer action filed against him in court. Client was very pleased with the result.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 24

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Elder Law & Advocacy

Counties: Imperial

Optional Success
Story(ies)/Case Summary(ies)

Our client, a 60 year old low-income senior with limited English speaking ability who lives alone, had found himself with financial difficulties due to circumstances beyond his control. As a result, he was unable to pay some of his bills. Debt collectors had been contacting him, as well as his family members and friends, about his debts. Our staff attorney advised him of his rights and sent letters to the debt collectors demanding that they cease non-authorized activities regarding client. Client was grateful and relieved to have the harassing contact stopped.

Our client, a 73 year old widow with disabilities went to court to obtain an elder abuse restraining order against a young female relative. Client was unable to complete the process and did not understand what needed to be done next. Our staff attorney went with her to the clerk's offices to review her files, determined the issues, drafted the missing form and advised client what needed to be done in order to obtain her final orders. Client was relieved and grateful for the assistance.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 25

Provider: Bet Tzedek

Counties: Los Angeles (City)

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 26

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Legal Services of Northern CA

Counties: Mendocino, Lake

Optional Success
Story(ies)/Case Summary(ies)

Susan, an elderly women living alone suffered elder financial abuse at the hands of her former care providers. Susan's care providers had convinced Susan to transfer title to her house to them and they had also taken Susan's files with personal financial information and made unauthorized charges on her credit account. LSNC-Ukiah wrote a demand letter to the former care providers demanding that they transfer title back to Susan and return her personal property. As a result of LSNC's advocacy, the care providers transferred title to her house back to Susan and returned all her personal property.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 27

Provider: Council on Aging

Counties: Sonoma

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration with AARP Tax Advisors - Free Tax Clinics were offered at the Council on Aging location, during the months of January, February, and March 2015.

PSA: 28

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Legal Services of Northern California

Counties: Solano

Optional Success
Story(ies)/Case Summary(ies)

(1) A client lost her home to foreclosure and relocated into an independent living facility. During the transition she was enticed into purchasing a new Cadillac by an unscrupulous auto dealer. Due to the client's fixed income and the exorbitant cost of her monthly car payment (over \$400) the client immediately fell behind on her rent. After hearing about the client's problem, the client's cousin offered to "help" by taking possession of the vehicle and promising to make the car payments himself. Not surprisingly, the client's cousin failed to make the payments as agreed. The cousin also racked up a number of parking tickets and toll violations. When the client demanded that her cousin return the vehicle, he claimed that the car had "disappeared."

The client contacted the police department to report the car stolen and was informed that it was a "civil matter." Client desperately needed to return the vehicle to the lender through voluntary repossession but was unable to do so because she could not locate the vehicle. The client began receiving numerous creditor calls regarding the unpaid auto payments. The client then contacted LSNC for assistance. LSNC immediately contacted the police department on the client's behalf and requested a stolen vehicle report. The police initially refused to take the report citing the age old "civil matter" excuse. LSNC carefully explained the facts of the case to the watch commander and he eventually agreed to send out an officer to take the report.

The car was recovered one week later and was successfully returned to the lender through voluntary repossession. The client is no longer receiving creditor calls and can once again afford her monthly expenses. The client was also able to cease communications with the predatory cousin. LSNC is continuing to assist the client regarding her rent arrears.

(2) A client with severe mental and physical disabilities contacted the Housing Authority to request permission to add her adult daughter to her household as a live-in aide. Due to complications relating to the client's disability, the client missed two appointments with her case worker. Rather than rescheduling the appointments the case worker denied the client's request to add her daughter to the household. The Housing Authority then immediately issued a notice of proposed termination of housing assistance claiming that client's daughter was already living in the unit as an unauthorized occupant. The Housing Authority could produce no evidence supporting this allegation. LSNC contacted the Housing Authority on the client's behalf and persuaded the Housing Authority to rescind the notice of termination. The Housing Authority also agreed to retroactively reduce the client's share of the rent, and approved the client's daughter as her live in aid. The client is now receiving the care that she requires and is no longer facing homelessness.

Page 4 of 5

(3) A client with severe physical disabilities was experiencing domestic violence in her home. The client obtained a restraining order and provided a copy of the order to her property manager. Immediately after receiving the restraining order, the property manager issued a notice of termination of tenancy citing the domestic violence as the

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

basis for the termination. LSNC contacted the property manager on the client's behalf and advised him that the client could not be evicted for incidents of domestic violence that were perpetrated against her. In response, the manager issued an erroneous three day notice to pay rent or quit alleging that the client owed over \$900 in unpaid rent. At the time that the notice was issued the client was current on her rent and manager was aware of this fact. LSNC escalated the matter to the manager's supervisor and successfully advocated for the rescission of both notices. The client can now remain in her home and is no longer facing homelessness.

(4) A Section 8 tenant got into a dispute with the property manager about the balance due on her account. The manager claimed that the client owed \$498 in unpaid late fees. The client disputed the amount of the fees. The client wanted to move to a new apartment but could not port her Section 8 voucher without a statement from the landlord stating that she was current on the rent. The landlord refused to issue such a letter until the client paid the late fees. LSNC contacted the property manager on the client's behalf and negotiated for the balance to be reduced to \$206.00. The client paid the fees and can now begin the process of porting her voucher to another apartment.

Optional Information on
Collaboration with Other
Advocacy Groups

Continued collaboration with Ombudsman Services of Northern California and Senior Legal Hotline. Continued participation with community groups including: Solano Senior Coalition and Vallejo Senior Roundtable.

Provider: Legal Aid of Napa Valley

Counties: Napa

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 29

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Senior Legal Services

Counties: El Dorado

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 30

Provider: Dorv'Dor Senior Advocacy Network

Counties: Stanislaus

Optional Success
Story(ies)/Case Summary(ies)

1.Uncovered Veteran's benefit scam by out of state attorney charging Veterans \$700 to get their Aid and Attendance Benefits. Coordinated with the Veterans Services Office and the Modesto Bee as well as CBS Channel 13 to get the word out that Veterans should not be charged to get their benefits.
2.Assisted a senior that paid off her mortgage only to find the bank now claiming she had deferred a payment 10 years earlier and they wanted that payment along with interest. The bank had changed hands 3 times since the loan originated and the bank had no proof that she had requested a deferral. After several weeks and letters of contacting the bank, the bank finally agreed to write off the alleged "missed" payment and reconvey the home into her name.
3.One of our senior volunteers was nominated by us and selected to be one of the Seniors of the year for Older Americans Month

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 31

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Central California Legal Services

Counties: Merced

Optional Success
Story(ies)/Case Summary(ies)

January 2015
CCLS CASE NO.: 14E-3001756 (REAL PROPERTY: HOME LOANS / FORECLOSURE)
67-year-old, limited-English Livingston man came to CCLS for help because he was having trouble making his increasing monthly variable interest mortgage payments. Client was referred to CCLS's Mortgage/Foreclosure attorney in the Merced office. Attorney and CCLS translator met with Client several times, and assisted him with the lengthy home loan modification (financial hardship) process. Client was granted a home loan modification by his financial institution that allows payments that are much more affordable than his previous amount.

February 2015
CCLS CASE NO.: 14E-3003791 (REAL PROPERTY: HOME LOANS / FORECLOSURE)
Client, a 67-year-old Gustine woman, contacted CCLS for assistance with her simple estate planning matters. Attorney met with Client in Merced. While discussing her assets in preparation of drafting a will, Client remarked that all of her money is going toward her monthly home mortgage payments. Attorney made referral to CCLS's Mortgage/Foreclosure attorney in the Merced office. Attorney met with Client several times, and assisted him with the lengthy home loan modification (financial hardship) process. Client was eventually granted a loan modification, which included a significant reduction of the principal balance of her mortgage. Client now has a more affordable mortgage payment, and is no longer underwater on her mortgage.

March 2014
CCLS CASE NO. 14E-3006326 (ELDER ABUSE)
Client, a 76-year-old, limited-English Winton woman, sought assistance in removing her granddaughter from the home where they live together. The granddaughter is physically and verbally abusive. Granddaughter yells profanities at Client, has made holes in the walls, and slams doors. Client says granddaughter has had problems with drugs in the past, but she is not sure if she's using again. Attorney met with client and drafted request for immediate elder abuse restraining orders, which were granted. Attorney had the sheriff remove the granddaughter from the home immediately, and represented client at the subsequent hearings. After the last hearing, client was granted a "permanent" restraining order against the granddaughter, who refused to work out a deal with Attorney and Client to avoid legal action. Client has since moved out of Client's home.

Optional Information on
Collaboration with Other
Advocacy Groups

January 2015
MERCED AAA SENIOR COMPANION PROGRAM – VOLUNTEER MTG.
On January 11, 2015, Attorney attended volunteer meeting for the pilot Senior Companion Program in Los Banos. Attorney met with HAS staff and volunteers, discussed services offered by CCLS in Merced County, and the Merced Senior Legal Services Program.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Legal Services for Seniors

Counties: Monterey

Optional Success
Story(ies)/Case Summary(ies)

In two separate cases, our attorneys assisted clients who were victims of retaliatory eviction by bad-acting landlords. In one instance, a client from North County came to us after his landlord refused to provide heat in the home he was renting. The client was rebuffed when his landlord told our 72-year old client to "just buy some electric blankets." When the client insisted he should at least have one form of heat other than his kitchen stove (our client had been using the stove to heat the house), the landlord filed an unlawful detainer against him. Our research found the unit the client had been renting had been constructed illegally, without permits and was meant to be a horse barn never intended for human habitation. After our attorney filed an answer against the complaint for our client, a trial was set. Our attorney argued and prevailed at trial, where we were able to obtain substantial move-out expenses, time to move our client's belongings and a promise by the landlord to not harass our client while he moved.

Similarly, when a South County couple complained to their out-of-county landlord about open holes in their roof and black mold growing in their home, the landlord told them (and later confirmed this statement to our outreach attorney) they should "wear raincoats" inside their own home. When our clients stated they would withhold rent for a month to pay for roof repairs and to remediate the hazardous mold (which by then Monterey County Environmental Health Department officials had recognized as dangerous) the landlord instead filed an unlawful detainer against our clients, the wife of whom was/is undergoing chemotherapy and radiation treatment for ovarian cancer. Our outreach attorney filed an answer for our clients, and in trial won relocation expenses for our clients while the roof repairs and mold remediation took place, along with a promise by the landlord made to the court as part of a stipulation that the repairs would be completed within a few weeks and the landlord would not file a new unlawful detainer against our clients for the foreseeable future.

Without Legal Services for Seniors' representation, these seniors would have been illegally turned out from their homes as a penalty for attempting to make their bad-acting landlords follow the law to provide clean, safe and quiet premises for our clients. In each case, not only have our clients benefitted, but we know these landlords, in the future, will think twice about taking advantage of low-income seniors, because those low-income seniors now have us to assist them.

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Services for Seniors continues to collaborate with the Alliance on Aging, the Area Agency on Aging, Watsonville Law Center and other agencies and organizations.

We are working on a grant from a local funding organization to develop a "senior tech" project. Our idea is to educate seniors first about the legal pitfalls of internet scams, how to use the internet for Social Security and Credit review and general internet literacy. This project seeks to include another non-profit organization which can assist our seniors with general internet literacy as well.

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2014-2015

Quarter: 3

Provider: Greater Bakersfield Legal Assistance, Inc. Counties: Kern

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups